

**METHOD AND APPARATUS FOR PROVIDING LOCATION-SPECIFIC  
RESPONSES IN AN AUTOMATED VOICE RESPONSE SYSTEM**

**Abstract of the Disclosure**

- 5           A method, apparatus and computer program product provide location-specific responses in an automated voice response system. A microphone signal is received from each of a plurality of microphones. The microphones are located within a defined environment. A spoken command is identified utilizing voice recognition responsive to the received microphone signals. A sound origin or sound location vector is identified responsive to each
- 10   identified spoken command from respective ones of the plurality of microphones. A response command is provided based upon the identified sound location vector.